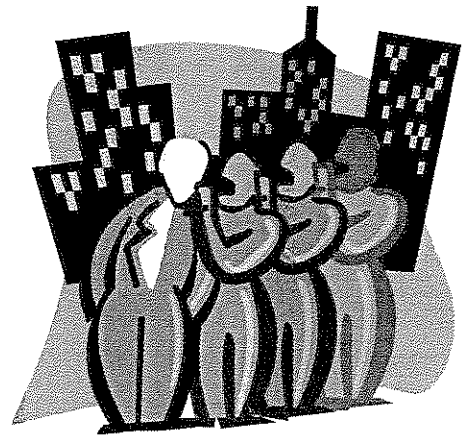

INFORMATION SERVICES POLICY COMMITTEE REPORT



MARCH 10, 2005

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: March 10, 2005

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. InterLinc e-Gov

The InterLinc Action Center (citizen service requests) is scheduled to begin 2nd quarter '05. We have been working with Accela representatives to review their new web enabled Service Request Module that interfaces with Permits Plus. Pricing, product availability, and functions should be resolved by 04/01/2005. The Wells Fargo / EPOS payment module will be activated as soon as the Treasurer gives the green light. All programing and testing on this new e-pay vendor is complete. I.S. continues to research the need for Internet content management software in it's efforts to restructure and technically upgrade InterLinc to be compliant with industry standards and Federal 508 rules. (Accessibility Guidelines) I.S. will assume all Internet related support issues from CIC on 03/11/05.

2. Personnel Applicant Tracking System

The PAT system was successfully put into production on 01/07/2005. A project case study will be produced by I.S. and Personnel to document ROI and process improvements.

3. Lancaster County General Assistance

Initial presentation to the GA Steering Committee held on 02/15/05. Approval was given by the County Commissioners and SRD activities have begun.

4. County Attorney/Public Defender Case Management System

Project planning activities will begin 2nd quarter '05, to determine the scope, technology requirements, and platform selection.

5. Parking Tickets

The application development efforts were completed last month for functions in the back office. IS continues to work on the coding for the hand held device and it's companion mobile printer. Field testing is scheduled for March with both devices. Final testing of software and hardware will occur in April '05. Depending on the final customer acceptance, testing this project will be implemented in the 2nd quarter 2005.

6. Fire Systems Rewrite

The PRIME system components continue to be worked on. Positive feedback was received on the new LFR Training module that was implemented over the weekend of January 29th. The Incident Reporting module was also installed in one fire station for training and customer acceptance testing. Continuing issues with the EMSpro vendor has impeded our progress. As reported last month, the new EMSpro project manager has made some progress but still has not been able to resolve a

number of outstanding interface issues. The LFR staff have been asked to do a system test of the entire EMSpro software to validate the progress that has been made to date. LFR will be coordinating the testing, training, and deployment of the new software at the fire stations by 2nd quarter 2005.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in February was 6.66% compared to 6.4% in January. Disk utilization is 33.6%.

The City IDE AS/400 prime shift utilization in February was 8.73% compared to 10.24% in January. Disk utilization is 71.8%.

The CJIS Alpha prime shift utilization in February was 26% compared to 31% in January.

The IBM Multiprise Enterprise Server prime shift utilization was 48.99% in February compared to 53.19% in January. There were 4,138,920 CICS transactions executed which includes 1,490,663 web transactions.

INFORMATION SERVICES
POLICY COMMITTEE

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PARKING TICKETS

Project Manager: Mark Wieting, Terry Lowe
Analyst: Jim Jambor, Dorothy Westphal, Chris Plock

February 9, 2005

Project Description:

This system is a rewrite of the Cardinal system currently being used by the Violations Bureau to track parking tickets. It has been decided to make this a browser based application with the data being housed on the Alpha machine using ADMINS as the language to post the data updates. In addition to the coding needed to push data to and from the browser, there will be a field component where the LPD Public Service Officers will enter basic vehicle/plate information into a remote device, produce the paper citation, and transfer the data to the host application.

Current Events:

02/05 * We have started to review all reports created for the new system. The goal is to go through all of them and weed out any which are not needed. Also, we will begin adding them to the report menu in anticipation of the system test. We also completed programming for the following communication processes between the field unit and the data base.

Ticket insert and update
Scofflaw ticket list

Future Events:

03/05 * Complete the remaining processes to the field units. Review the remaining reports during the time in between the communication processes.

History:

09/03 * The core project team met to discuss the basic premise of the system, and to discuss options and methods currently in use for browser based systems.

10/03 * No work was performed on the Alpha towards this project. However, Terry and Chris have spent some time researching hardware devices which could be used in the field by the PSO's who will be issuing the tickets.

11/03 * Tim, Mark, and Chris met to discuss some of the methods used in the mainframe web shell programs to begin a process of creating them on the Alpha.

12/03 * We were able to display the menu page using data from the Alpha similar to the process of the mainframe web shells. We will continue to meet with Chris to refine this process and move to the next step.

01/04 * We had demos of the field hardware/software performed by Chris and Terry. Dorothy wrote the XML return module on CJIS for returning the motor vehicle data to the field.

- 02/04 * We conducted interviews with Violations Bureau staff to get an idea of what the new system should involve. We began creating a sample screen to test the process of creating and displaying HTML from the CJIS machine.
- 03/04 * Conversion of the data from the Cardinal System was begun. This will be a long process to convert into our ADMINS design. We also began writing two more panels and have begun work to develop standards, comm area, and screen flow.
- 04/04 * The conversion of data from Cardinal continued. A first cut panel displaying the ticket information was completed and the shell command file for flat screen was started.
- 05/04 * Work was started on creating the shell for the flat screen by designing the ticket display, entry, update, and delete panel. The display and update portions have been completed and the rest should be done next month. The conversion process has been completed and made ready for the final implementation.
- 06/04 * The shell command file, report, and screen were completed for flat panel. There will be a little fine tuning done as the next panel is created using the shells.
- 07/04 * We have completed coding the ticket display/update/delete/add, the owner display/update/delete, ticket list by plate, ticket list by name, ticket list by vin, and have quite a few panels done for the payment process.
- 08/04 * The ticket and owner notes process was developed and finalized. The receipting screens have been coded as well as the Scoflaw lookup by plate and vin. Work has begun on designing the financial and accounting portion. The receipt adjustment screens have been started. A meeting was held with the LPD Public Service Officers to show them the different devices available for the field. The RECON device was chosen so work can begin on the ticket writing process.
- 09/04 * The design of the towing module was started, but was tabled while we tried to synch the ticket insert process between the office and the field units. The receipt adjustment and voiding process was also completed.
- 10/04 * Coding of the tow process was completed. The office screens were turned over to the Violations Bureau for testing and they have been exercising the system. What changes have come as a result of this testing have been completed.
- 11/04 * Continue customer testing of the system. Begin programming the field devices and the interface between the device and the database. Also, we will begin attacking the batch reports and the method to submit them from a browser.
- 12/04 * Customer testing of the system continued. Programming of the batch reports is near complete but still need to go through a system test. A method to submit the reports from the browser was developed.
- 01/05 * We have completed programming on two of the communication processes between the field unit and the data base.

Vehicle information by plate and vin
Scoflaw check by plate and vin